

Managing Resident Complaints Effectively

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Preservation Management, Inc.

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4/7/06

Highlights

- Types of Complaints
- The WINNING side of Resident complaints ~ Systems for responding
- How to be PROACTIVE in dealing with your Residents ~ Enhancements to your site.

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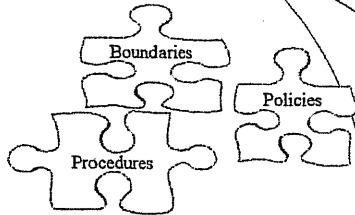
Types of Complaints

- Resident regarding Resident
- Resident regarding Management

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The WINNING side of Resident Complaints

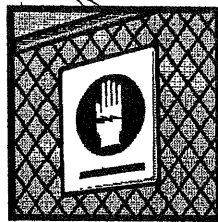
- Systems for Responding



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Boundaries

- Be Polite
- Be Respectful
- Set appropriate limits
- Always be SAFE
- CONFIDENTIALITY



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Dealing with Difficult People



- The GOAL:
 - Be SAFE
 - Be CALM
 - Arguing is not PROACTIVE
 - DOCUMENT!

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Policies and Procedures

- Incident reports – get it in writing
- How to respond?
 - Timeliness
 - DOCUMENT
 - Does the situation require additional support?
 - Follow up

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Enhancements to *Your Site*

- Keep your people informed ~
 - Newsletters
 - Bulletin boards
 - Staff meetings & Resident meetings
- Resident Services Coordinator Program
- Tools ~
 - Move-in Packet
 - Home Management Packet
 - Lease Violation Packet

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Summary

- Pro Active approach –
 - Setting boundaries
 - Keeping your residents informed of the procedures for complaints
 - DOCUMENTATION
 - Follow up

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Where to Get More Information

- Check *your* company's Policy & Procedures Manual
- www.hud.gov & www.msha.org
- Consulting services:
Preservation Management, Inc.
707 Sable Oaks Dr.
So. Portland, ME 04106
(207) 774-0501
1-800-437-1220

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Boundaries Boundaries

Professional Conduct

We Are:

Knowledgeable of our Company's Policies & Procedures
Polite and Respectful to Residents and Co-workers
Friendly *to* but NOT friends *with* Residents
Able to **SET APPROPRIATE LIMITS**
SAFE at all times
Aware of OUR behavior
Careful to ***always*** respect Privacy and Confidentiality

We WILL NOT:

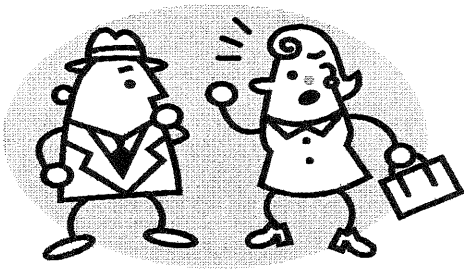
Discuss the nature of ***anyone's*** disability or illness
Discuss one resident with another
Discuss Police/Fire/Rescue calls with residents

Discuss co-workers or management with residents
Make racial/sexist/disability related comments
Swear or use crude or overly friendly language

Have ANY kind of sexual contact with residents
Have personal discussions or relationships with residents

Transport residents or move their vehicles
Take gifts; except those of no value or given in blind
Lend or borrow money
Run errands ie: groceries, medications etc.

Touch residents, if they have fallen or are injured call 911
Eat meals with residents except in a community dining setting
Break *any* rules for residents



Dealing with Difficult People

The goal is to remove yourself from what could be a troublesome or dangerous situation. Disengage, get to a safe place, **document** what has occurred and report it to your supervisor. Arguing is not productive and may escalate the situation – being “right” is not the issue.

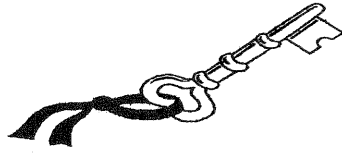
- Keep yourself **SAFE** at all times
- Do not get caught up in senseless arguments
- Speak **SLOWLY, CALMLY** and **POLITELY**
- Stand away from the person(s) and make no sudden moves
- Use **NEUTRAL WORDS**
- Frame your responses **POSITIVELY**
- Use the person(s) name
- Do not hesitate to call for Professional help – 911
- Refer the resident to the appropriate course of action or person
- Walk away if you can - safely
- **DOCUMENT, DOCUMENT, DOCUMENT !**

A decorative border of pencils surrounds the entire page. The pencils are arranged in a rectangular frame, with some pencils pointing inwards and others outwards, creating a border around the text.

Components of Good Documentation

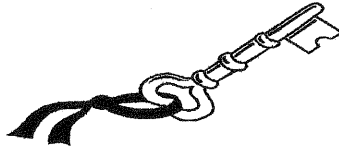
Documentation is key to providing an accurate account of events or incidents as they occur.

- Use clear, plain language
- Date each entry
- Focus on OBSERVED behaviors
- Avoid interpretations or opinions
- Use “quotes” whenever possible
- Be consistent
- Make sure your notes are legible
- Do NOT use white out – corrections should be made with a *single line* through the error and then initialed
- Be timely
- Be professional – remember you may be called to provide your documentation for a court
- Keep all your records stored appropriately



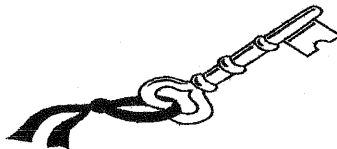
Confidentiality

All information that is shared with an RSC is confidential unless it involves abuse, neglect, damage to property or lease violation.



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Preservation Management, Inc.
Incident Report

Site Name _____ Date _____

Resident Name _____ Apt. # _____

Incident Report By _____

() Staff/Title _____ () Resident/Apt # _____

() Other _____ Date of Incident _____ Time _____

Description of Incident _____

Who was this incident reported to? (Fire, Police, Office) _____

Witness Information

Name _____ Telephone # _____

Name _____ Telephone # _____

Staff Response to Incident _____

Follow-up Action _____

() Letter to Resident () Conference with Resident

() Outside Agency Contacted _____

Date of Action _____ Staff Name/ Title _____

Form Prepared By _____ Date _____

Welcome

RESIDENT SERVICES

NEW MOVE-IN CHECK LIST

Name of Resident _____

Property _____ Apt _____

Date of Move in ____/____/____

- ☐ Reviewed and Distributed Resident Service Program Information and explained the role of the RSC as part of the housing team
- ☐ Reviewed RSC Schedule and contact information
- ☐ Reviewed and distributed the Resident Exchange Program Poster
- ☐ Notified resident that RSC will be providing a copy of the Checklist to MGMT
- ☐ Management Checklist will be sent to _____

Service Coordinator _____ Date _____

COPY 1-RSC

COPY 2- MANAGEMENT

Resident Exchange



Preservation Management encourages the exchange of information between residents and management. If you have a question, suggestion or complaint, please call, write or email the Resident Exchange and someone will contact you within two business days.

Tel. **1-888-553-2020** Extension 375

Email rexchange@presmgmt.com

TDD 1-800-437-1229 Extension 375

Resident Exchange 707 Sable Oaks Dr. South Portland, Maine 04106

